

Claims:

1. A border management business architecture for developing a border management solution, comprising:

one or more citizen-facing capabilities providing interaction between people or commerce entering or exiting a country and border enforcement personnel;

one or more supporting capabilities encompassing the one or more citizen-facing capabilities for assisting the one or more citizen-facing capabilities in working together; and

one or more infrastructure capabilities for coordinating strategy among and infrastructure support across the one or more citizen-facing capabilities and one or more supporting capabilities..

2. The border management business architecture of claim 1, wherein the one or more citizen-facing capabilities further comprise capabilities for facilitating entry into, and exit from, a country of people and commerce.

3. The border management business architecture of claim 2, wherein the capabilities for facilitating entry and exit of people and commerce further comprise:

a process applications, requests, and cases capability for collecting and processing immigration and trade submissions; and

a facilitate movement of immigrants, travelers, and trade capability for processing the entrance and exit of people or trade.

4. The border management business architecture of claim 3, wherein the process applications, requests, and cases capability further comprises:

- an automated processing of individual requests business process;
- a manual processing of individual requests business process;
- an automated processing of trade requests business process; and
- a manual processing of trade requests business process.

5. The border management business architecture of claim 3, wherein the facilitate movement of immigrants, travelers and trade capability further comprises:

- an entry processing business process;
- an exit processing business process;
- an import processing business process; and
- an export processing business process.

6. The border management business architecture of claim 1, wherein the one or more citizen-facing capabilities further comprise capabilities for enforcing immigration, customs, and other border-focused laws.

7. The border management business architecture of claim 6, wherein the capabilities for enforcing immigration, customs, and other border-focused laws further comprise:

- a detect and enforce border laws and policies capability for reviewing, analyzing, and detecting suspect individuals or shipments;

- a conduct enforcement investigations capability for conducting investigations of individuals or trade; and

- a collect, analyze, and communicate intelligence capability for collecting and analyzing information to detect and communicate potential individual or trade risks.

8. The border management business architecture of claim 7, wherein the detect and enforce border laws and policies capability further comprises:

- a passenger case review business process for providing real-time access to traveler information, criminal history, and other law enforcement information and applications used for approving or denying entry of an individual; and

- a trade case review business process for providing real-time access to case information, history, and critical information used in approving or denying clearance of trade..

9. The border management business architecture of claim 7, wherein the conduct enforcement investigations further comprises:

a conduct individual investigation business process identifying and locating individuals not in compliance with immigration regulations; and

a conduct trade investigation business process for identifying and locating illegal or suspicious trade activity.

10. The border management business architecture of claim 7, wherein the collect, analyze and communicate intelligence capability further comprises:

an identify individual risks and communicate intelligence business process for gathering information about individuals who may pose a threat, forming intelligence, and communicating the intelligence for evaluation; and

an identify trade risks and communicate intelligence business process for gathering information about non-compliant and illegal trade, forming intelligence, and communicating the intelligence for evaluation.

11. The border management business architecture of claim 1, wherein the one or more supporting capabilities further comprise:

a provide service and support communication capability for supporting the citizen-facing capabilities and providing an interface to clients of the border management business architecture; and

a coordinate border management functions capability for coordinating activities between the citizen-facing capabilities.

12. The border management business architecture of claim 1, wherein the one or more infrastructure capabilities further comprise:

a strategy, policy, and governance capability for defining the strategy across the border management capabilities; and

a provide shared services support capability for providing human resources, finance, information technology, procurement, and budget infrastructure.

13. A border management application architecture comprising:

a set of core applications for standard border management functions, and case management and intelligence applications;

a set of customer channels for providing individual access points for the users of the border management application architecture;

a customer channel interface interconnecting the set of customer channels and the set of core applications;

one or more management access channels for providing access points and tools for the sharing and access of border management data across border management capabilities; and

one or more management access interfaces interconnecting the one or more management access channels with the set of core applications.

14. The border management application architecture of claim 13, wherein the set of core applications further comprises:

- a cargo targeting application;
- a process cargo application;
- a process imports application;
- a process exports application;
- a form submission and processing application;
- one or more law enforcement applications;
- one or more investigation applications;
- a passenger targeting application;
- an entry processing application;
- an exit processing application;
- a revenue collection application; and
- a background check application.

15. The border management application architecture of claim 13, wherein the set of core applications further comprise a set of case management applications.

16. The border management application architecture of claim 15, wherein the set of case management applications further comprise:

- an activity recording application;
- an alert management application;
- a workflow management application; and
- an information recording application.

17. The border management application architecture of claim 15, wherein the case management applications further comprise a set of intelligence applications used in the synthesis and analysis of the border management data.

18. The border management application architecture of claim 17, wherein the set of intelligence applications further comprise:

- an information synthesis application; and
- a risk scoring and analytics application.

19. The border management application architecture of claim 13, wherein the set of customer access channels further comprises:

- an internet portal;
- an electronic data interchange;
- a call center;
- a customer center;
- a mobile access; and
- a kiosk.

20. The border management application architecture of claim 13, wherein the one or more management access channels further comprise:

an information and knowledge management tool set for providing access points and tools for sharing and access of border management data;

a management and administration tool set for providing management and administration functions; and

a client relationship management tool set allowing customer assistance.

21. The border management application architecture of claim 20, wherein the information and knowledge management tool set further comprises:

a collaboration tool;

a reporting and data mining tool;

an integrated document management tool;

a data warehouse tool;

a security maintenance tool; and

an external interfaces tool.

22. The border management application architecture of claim 20, wherein the management and administration tool set further comprises:

a human resources tool;

a finance tool;

a budget tool; and

a procurement tool.

23. A border management solution comprising:

- an immigrants, travelers and trade capability quadrant with associated business processes for managing the entry and exit of people and cargo;
- a requests and applications capability quadrant with associated business processes for processing documents associated with immigrants, travelers, and trade;
- a detection and enforcement capability quadrant with associated business processes for patrolling and monitoring passengers and trade;
- an investigation and intelligence capability quadrant with the associated business processes for identifying and investigating unusual activity and trends associated with the entry and exit of people and trade; and
- one or more supporting elements for storing collecting and storing information collected and intelligence developed with the border management solution.

24. The border management solution of claim 23, wherein the one or more supporting elements further comprise:

- customer channels for allowing a customer to interact with border management employees, processes, or systems of the border management solution;
- an integrated view of the customer providing a single knowledge base of customer information;

a border management knowledge element interconnected with the customer channels and providing selective access by border management personnel to the information and intelligence maintained within the border management solution; and

a border enforcement intelligence element interconnected with the border management knowledge element and external data sources for transforming data and information collected about a customer into enforcement intelligence.

25. The border management solution of claim 24, wherein the customer channels further comprise:

- a portal;
- a call center;
- a kiosk; and
- a port service representative.

26. The border management solution of claim 24, wherein the border management knowledge element further comprises:

- one or more border management applications; and
- a border management knowledge base.

27. The border management solution of claim 26, wherein the border management knowledge base further comprises a border management database.

28. The border management solution of claim 24, wherein the border enforcement intelligence element further comprises:

- one or more intelligence tools;
- an intelligence engine; and
- an enforcement database.

29. A method for processing an applicant through a requests and applications quadrant of a border management solution, comprising the steps of:

- preparing an application by the applicant;
- submitting the application to a case database of the border management solution;
- attending an interview with border management personnel; and
- rendering a decision by the border management personnel.

30. The method of claim 29 wherein the step of attending an interview further comprises the steps of:

- scheduling the interview with border management personnel;
- presenting supporting documentation;
- reviewing by the border management personnel the application, identification, and any supporting documentation;

accessing by the border management personnel related case information located on case database of the border management solution; and recording into the case database by the border management personnel any additional information provided by, or obtained from, the applicant.

31. The method of claim 30 further comprising the step of obtaining biometric information from the applicant.

32. The method of claim 29 wherein the step of rendering a decision further comprises the steps of:

referring the applicant for additional review; and attending a follow-up interview.

33. The method of claim 29 wherein the step of rendering a decision further comprises the steps of:

approving the application; and recording the approval in the case management database.

34. The method of claim 29 wherein the step of rendering a decision further comprises the steps of:

denying the application; and recording the denial in the case management database.

35. The method of claim 34 wherein the step of rendering a decision further comprises the step of referring the case to a law enforcement agency.

36. The method of claim 34 wherein the step of rendering a decision further comprises the step of appealing the denial.

37. A method for processing a passenger arrival and departure through an immigrants, travelers, and trade quadrant of a border management solution, comprising the steps of:

receiving advance passenger manifest;

storing the advance passenger manifest into a case database of the border management solution;

interviewing an arriving passenger; and

rendering a decision.

38. The method of claim 37, wherein the step of interviewing an arriving passenger further comprises the steps of:

presenting by the passenger identification and any supporting documentation;

entering the collected identification and supporting documentation into the case database;

reviewing any related case history maintained on the case database;
reviewing the case history and collected identification and supporting
documentation;

interviewing the passenger; and
verifying the identity of the passenger.

39. The method of claim 37, wherein the step of rendering a decision
further comprises the steps of:

approving the entry of the passenger; and
recording the arrival in the case database.

40. The method of claim 37, wherein the step of rendering a decision
further comprises the steps of:

denying the entry of the passenger;
recording the denial into the case database; and
referring the case to a law enforcement agency.

41. The method of claim 37, further comprising the steps of:

presenting, by a passenger, them self for departure;
collecting a departure card;
scanning departure documentation; and
recording the passenger's exit into the case database.

42. A method for detecting and enforcing border management laws through a detection and enforcement quadrant of an integrated border management solution, comprising the steps of:

 alerting a border management enforcement officer;
 reviewing case information by the border management enforcement officer; and
 rendering a decision.

43. The method of claim 42, wherein the step of alerting a border management enforcement officer further comprises the step of generating an alert.

44. The method of claim 42, wherein the step of alerting a border management enforcement officer further comprises the step of generating a watch list trigger.

45. The method of claim 42, wherein the step of alerting a border management enforcement officer further comprises the step of receiving a referral.

46. The method of claim 42, wherein the step of reviewing case information further comprises the step of reviewing case files, notes, and related cases.

47. The method of claim 42, wherein the step of reviewing case information further comprises the step of interviewing the passenger.

48. The method of claim 42, wherein the step of reviewing case information further comprises the steps of:

receiving documentation presented by the passenger; and
reviewing the documentation presented by the passenger.

49. The method of claim 42, wherein the step of reviewing case information further comprises the steps of:

accessing additional law enforcement applications;
retrieving related case information from the additional law enforcement application; and
reviewing the related case information.

50. The method of claim 42, wherein the step of rendering a decision further comprises the steps of:

clearing the passenger;
recording case notes in a case database of the border management solution; and
recording approval in the case database.

51. The method of claim 42, wherein the step of rendering a decision further comprises the steps of:

denying entry to the passenger;

recording the denial on a case database of the border management solution;

adding passenger's name to an alert or watch list.

52. The method of claim 51, wherein the step of rendering a decision further comprises the step of recording a photograph of the passenger in the case database.

53. The method of claim 51, wherein the step of rendering a decision further comprises the step of recording biometric information of the passenger in the case database.

54. The method of claim 42, further comprising the step of generating an alert to other law enforcement officers.

55. A method of investigating a passenger through an investigation and intelligence quadrant of a border management solution, comprising the steps of:

collecting border intelligence;

reviewing border intelligence;
analyzing border intelligence; and
generating an action based on the analysis of border intelligence.

56. The method of claim 55, wherein the step of generating an action further comprises the step of triggering an investigation.

57. The method of claim 55, wherein the step of generating an action further comprises adding information to alert or watch lists.

58. The method of claim 55, wherein the step of generating an action further comprises the step of following up on an overstay.